



City of Rockville  
111 Maryland Avenue  
Rockville, Maryland

**REQUEST FOR PROPOSAL # 10-09  
BANKING SERVICES**

**ADDENDUM NO. 3**

**DATE:** November 5, 2008

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**The following shall amend, add to, delete or otherwise change the Specifications for the referenced project and shall be included in the bid.**

1. Who is the City's current provider of banking services?

**SunTrust**

2. Does the current provider of banking services also provide the lockbox services? Or is that sub-contracted?

**SunTrust provides lockbox services**

3. If the lockbox services are sub-contracted, would the City entertain entering into a contract directly with the lockbox provider, in the event that a change in banking services provider is made?

**Preferably the City would like the bank to provide lockbox services. If the bank uses a sub-contractor the bank will need to coordinate those services with the sub-contractor.**

4. If lockbox operations are located outside the state, would the City require a Maryland P.O. Box, or can it be an out of state address?

**Preferably in-state for the lockbox services and address**

5. Under Credit Card Processing Services beginning page 20, the City says it uses First Data, Class Software, Tender Retail, Govolution, and Authorize.net. Would the City be willing to look at other software besides Class Software and Tender retail or be willing to have Govolution replace those software?

**The City does not use Govolution. CLASS and Tender Retail are for our Recreation programs and we are not interested in changing software at this time**

6. What version of Class Software and Tender Retail does the city use today?

**CLASS 6.04 and Tender Retail 2.0**

7. What is the total dollar volume for Visa and MasterCard transactions that are processed today?

**Transactions are about \$2 million annually**

8. The City lists as a requirement on page 21, 2. k. that PCI data security compliance must be assured. Is the City of Rockville PCI compliant today? Does the City provide quarterly scans of its network? Has the City ever filled out the PCI questionnaire provided by PCI?

**The City is in the process of becoming PCI compliant. The City has filled out the questionnaire from PCI and is aware what is needed to become compliant.**

9. Regarding the City's investments does the City utilize an overnight sweep service?

**Yes**

10. Are the investments in money market funds placed with the banking services provider? Can the City provide a listing of the money market funds portfolio?

**Yes, investments are with SunTrust Bank and the City's money market is Ridgworth Funds**

11. On page 2, Agreement, this requirement seems to be in conflict with page 29 #3 – please clarify.

**Page 2, Agreement states: The successful offeror shall be required to complete a two-party standard form of agreement. A sample agreement is attached. No change to the agreement form will be considered.**

**Page 29 #3 – Variances to the requirements should be listed in the space indicated.**

12. On page 26, e., second bullet point, with a company our size, it would not be possible to include all governmental entities. What would you be looking for? Can a general statement referencing our experience in Maryland suffice? Or are you looking for specific relationships covered in the state, or region?

**Give a condensed version that is both inclusive of MD entities as well as comparable entities.**

13. On page 26, seventh bullet point, please clarify what you would be looking for?

**Any significant enforcement actions in place as well as the bank's rating as listed on [www.bankrate.com](http://www.bankrate.com)**

14. How would the City like us to present alternate processes in the proposal? Should they be presented in a separate section within the proposal, or as an extension of the response to a specific requirement within the appropriate section? How will alternatives be evaluated

**Submit alternate processes in a separate section. Alternatives will be evaluated utilizing the same criteria as listed in the RFP.**

15. Page 16, 3.k. – Is this currently being done? For control purposes, please be aware that a deposit slip must be prepared by the City declaring at a minimum, an estimated deposit amount.

**The City sends coins from parking meters and pay stations to SunTrust Bank. The City is in the process of contracting with an armored car service to transport deposits to the bank.**

16. Page 17 of the mandatory disbursement requirements, 2.a and 2.b. seem to be in conflict. "b." references the fact that a NACHA formatted file will be provided for payroll disbursements and "a." references the delivery of a flat file for payments. Please clarify.

**NACHA Formatted File**

17. Page 17, 2.f. – Does the current process provide for 10 years continuous stop payment? Is the City required to update the stop every, say two years, to achieve the 10 year requirement?

**The City only receives stop payments for 6 months. The City must void checks.**

18. Page 25, c. – Please explain the expectation regarding 24/7 accessibility?

**If there is a state of emergency that will affect our funds, including lockbox, we need to have 24/7 access to a bank representative capable of addressing our needs/issues.**

19. On the pricing sheet: ARP Services – Please clarify the following items:

ARP Auto D/T to Bank/Tran

ARP Auto D/T to Bank/RCRD

**ARP Auto D/T to Bank Tran- Per transmission charge for transmission info to or from client by transmission application that is not requiring manual intervention.**

**ARP Auto D/t Bank /RCRD - Fee per record for lockbox Auto D/T to Client Tran**

20. Please clarify “Tax Maintenance”

**Service to file federal taxes**

21. Please clarify: Lockbox Auto D/T to Client/Tran and Lockbox Auto D/T to Client/RCRD

**See #19**

22. How will the City treat any deviations to mandatory requirements? Given that each financial institution varies with regard to processing and system of security and control.

**That depends on the level of the deviation and what the item is that is being deviated.**

23. Is Red Light wholesale (no scannable coupon) or retail (with scannable coupon)?

**Wholesale**

24. When "Lockbox" is mentioned on the Excel spreadsheet, does this volume pertain to the utility? Does the utility refer to Water Lockbox?

**Utility is the Water Lockbox**

25. What does "Lockbox Spec Re-Association Inst-Item mean"?

**To do a different process, instead of holding flat, they would bundle or do another specification.**

26. What does "Lockbox Auto D/T to Client/Tran mean? Red Light has the same description.

**See #19**

27. What does "Lockbox Auto D/T to Client/RCDR mean? Red Light has the same description.

**See #19**

28. Is the utility wholesale or retail?

**Retail**

29. Seems all of the Water Lockbox requires Re-association? What needs to be re-associated?

**See #25**

30. Can the Post Office Box address be located out of state?

**Preferrably in state**

31. In section 2b, there is a mandatory requirement for a 6 month on-site transition team. Is the requirement for a Relationship Manager to be "on-call" for any issues for up to six months or for a daily physical presence for 6 months?

**The City would prefer to have a physical presence the first few weeks and be available on call for the remainder of the time.**

32. What percentage of transactions are through the internet versus retail?

**20% of transactions are internet and 80% are retail.**

33. I understand the City processed approximately 42,000 transactions in 2007. Are you able to tell us the total dollar volume for those transactions?

**The City process about \$2 million in credit card transactions annually.**

34. What types of services are being paid through this service? Tax payments? Business licenses? Court fees?

**Utility fees, Recreation & Parks fees, Glenview Mansion rentals, Civic Center/Theatre tickets, Redgate golf course fees (greens, carts) and Police (parking violations, fingerprinting)**

35. Will the investment portfolio be awarded to one institution, or might it be divided amongst several different banks?

**The investment will be issued to one institution.**

36. Under Background the RFP states an average investment portfolio of \$62,302,708. Is that currently with the MGLIP? Please differentiate the monies in Sweep and money in other investments. Please provide average sweep balance and interest rate.

**The average balance is \$77,058,724. The average interest rate is 2.27%**

37. It was unclear as to whether or not the City of Rockville is requiring true Controlled Disbursement service. The RFP does not specifically outline the City of Rockville's

requirements for Controlled Disbursement however the pricing schedule does list Controlled Disbursement line items.

**Yes, the City would require a controlled disbursement accounts for Accounts Payable and Payroll.**

38. With regard to the two lockboxes, the City states in the RFP that currently the Red Light Citation lockbox is being processed manually due to software incompatibility issues. However, it appears that the City would like to automate that lockbox if possible. In an attempt to offer an automated lockbox solution to the City, provide interface requirements for the Red Light Citation lockbox as well as samples of the remittances to ensure that an automated solution is a viable product offering.

**Specifications are unknown at this time. See attachment for samples of remittances.**

39. Provide the file format for Data Transmission for both lockboxes in order to ensure compatibility.

**This information will be provided in the next addendum.**

40. Provide the volume for the current credit card processing volumes for Visa, Master Card and Discover and the average ticket amount.

**The City process about \$2 million in credit card transactions annually. The city process 205 of transactions via the internet and 80% retail. Visa and Mastercard average about \$1million each and we do not accept Discover or American Express. The average is about \$50.00 per transaction.**

41. On the pricing schedule under the concentration account there are two line items for Cash Vault services. The first is labeled simply Cash Vault Services with an annual volume of 100 the second is labeled Cash Vault Deposits with an annual volume of 424. These numbers seemed unusually low for annual volumes.

**The City is currently using the cash vault services for counting of coins from parking meter and pay stations. It is low because our daily deposits are not going through the cash vault services. Beginning in November, an armored car service will be taking deposits to the cash vault daily.**

42. If we price a line item differently than it is listed on the provided pricing schedule i.e. a flat monthly rate vs. a per item charge, how do we submit that pricing? The pricing schedule is password protected so there isn't any way to make notation next to line items.

**Submit an addendum pricing sheet with comparisons to the referenced line on the City's pricing sheet.**

43. As it pertains to Custody and Settlement Services and the City's need for access to a web-based system, is the City looking for real-time reporting?

**Yes, the City would like a web-based system for custody and settlement services.**

44. With regard to Custody and Settlement Services, would the custodian do nothing but settle transactions? In other words, can the City confirm that the custodian would have no responsibility for placing the transactions.

**No the custodian would not be placing any transactions.**

45. Are there peak processing times for lockbox?

**Lockbox payment details are provided to the City each morning**

46. Please provide a breakdown of your monthly volumes

**This information is available in the RFP document.**

47. Please provide a sample of each lockbox remittance item, Utility Bills, Red Light Violations, etc.

**See Attachments B and C.**

48. Are there any sort requirements (i.e. items/payments that need to be batched separately)?

**Rejects**

49. What percentages of your remitters return the remittance document?



**90%**

50. What percentages of your payments are returned?

**3% of payments are returned**

51. Do you require a data transmission of the items received daily?

**Yes**

52. Will image services be required? If so, via image transmission or on-line browser?

**Yes via on-line browser**

53. Please list the 10 locations that accept credit cards

**Finance, Police, Glenview Mansion, Twinbrook Community Center, Lincoln Park Community Center, Civic Center, Recreation and Parks, Swim Center, Nature Center**

54. Please list the average transaction and number of transactions for each location

**Finance(1218/Mth), Police (700/Mth), Glenview Mansion (85/Mth), Twinbrook Community Center (385/Mth), Lincoln Park Community Center (75/Mth), Civic Center (972/Mth), Rec & Parks (890/Mth), Pool (934/Mth), Nature Center (49/Mth), Senior Center (213/Mth), Redgate (3078/Mth), Public Works (72 per/Mth), CE/CE (60/Mth), ISD (350/Mth), and Redlight (921/Mth)**

55. Please list the type of transaction for each location, i.e. fines and fee, taxes, utility payments

**Finance(Utility, fines, and fees), Police (fines and fees), Glenview Mansion (fees), Twinbrook Community Center (fees), Lincoln Park Community Center (fees), Civic Center (fees), Rec & Parks (fees), Pool (fees), Nature Center (fees), Senior Center (fees), Redgate (fees), Public Works (fees), CE/CE (fines and fees), ISD (fees), and Redlight (fines)**

56. Please list by location, point of sale method(s) and processing solution

**Finance(Check/Cash/Card), Police (Check/Cash/Card), Glenview Mansion (Check/Cash/Card), Twinbrook Community Center (Check/Cash/Card), Lincoln Park Community Center (Check/Cash/Card), Civic Center (Check/Cash/Card), Rec & Parks (Check/Cash/Card), Pool (Check/Cash/Card), Nature Center (Check/Cash/Card), Senior Center (Check/Cash/Card), Redgate (Check/Cash/Card), Public Works (Check/Cash), CE/CE (Check/Cash), ISD (Check/Cash), and Redlight (Check/Cash)**

57. Are there any restrictions / requirements in regard to the location of the lockbox?

**The City requests a lockbox in Maryland**

58. How many employees does the City have? Full-Time and Part-Time?

**535 full-time employees and 100 part-time employees**

59. Where are all the city departments located that need access to a convenient branch for deposit? How many locations have a need for petty cash? What are the requirements for petty cash?

**City departments are located all within the Rockville city limits. Most locations use petty cash but the locations do not get petty cash directly from the bank.**

60. How much coin/currency does the City collect from parking meters and pay stations monthly / annually? What is the denomination? How many meters / pay stations does the City have? Does the City already have a contract with an armored courier? Which one? Describe how the coin/currency is prepared for armored transport, e.g., is one deposit ticket prepared per day or are multiple deposits prepared to track a certain segment of parking meters?

**There are 550 parking meters averaging about \$240,000 annually. These meters accept coins only. There are 22 paystations in the parking garages. They have only been operational since March 2008. There is about \$150,000 in coins and currency received. We currently do not have an armored car service. Our police department is transporting deposits to the bank.**

61. How many employees are paid by check? What is the payroll cycle(s)?

**We have about 100 people paid by check. Everyone else is on direct deposit. Both are paid biweekly.**

62. Under Mandatory Recon, is the full recon required 10 or 5 business days? They have both noted.

**We would require in 5 business days**

63. How many locations deposit cash only? How many locations deposit checks?

**All 11 locations deposit cash and checks.**

64. Under concentration account volumes, what is the breakdown of denominations on a monthly / annual basis for cash deposits in the night drop and over the counter? What is the breakdown of denominations of coin deposited in the night drop and over the counter monthly / annually? Describe the cash going through the cash vault? Is this for parking meters / pay stations? There are roughly 35 deposits per month in the cash vault. What does the 100 volume for cash vault services stand for? Is this number of locations utilizing the cash vault?

**The information on breakdown of denominations is not available. The coins from the pay stations and the meters are going through the cash vault.**

65. Describe point of sale and web interfaces details (equipment type, web licenses etc)

**The City use CLASS recreation software for point of sale**

66. Please provide 3 months chain recap statements. RFP mentions 42,000 transactions but no average ticket amount

**See Attachment C**

67. Who is their current armored transportation provider? Are they currently contracted and pay that carrier directly? Is the City open to another carrier?

**The City is in the process of contracting with Garda armored car service. The City will pay Garda directly. The City may be open to another carrier.**

68. What are the exact pick up locations for their parking meter coin facilities?

**Rockville City Hall**

69. What three days a week is the armored service provided?

**We would be looking for 5 days a week pick up.**

70. What are the associated volumes of coin, (how many bags per service day, week, or month)?

**The coins average 2-3 bags per day. 5 days per week.**

71. Are the coins deposited in Fed Standard bags or are they deposited with no declared value, Non Fed standard?

**Deposited with no declared value.**

72. Please clarify Cash Vault Services at 100.

**No more than 100 bags per year.**

73. Will a branch be the depository for the non- parking meter coin?

**Branch will be depository.**

74. Describe ACH mailed report

**A report that is mailed daily for lockbox ACH.**

75. What are PD, SD and General Account Services?

**Paid detail and Stop pay detail.**

76. What is Water Lockbox check print?

**Request of check copy.**

77. Describe "Lockbox Spec Reassociation".

**See #25**

78. What are low speed matched items?

**Multiple docs or checks or checks only, per item charge for processing single items that use standard envelopes and cannot be opened by a machine**

79. What courier service are you using to deliver documents next day? Do you contract with them separately?

**We do not use a courier service**

80. How many brokers/dealers buy and sell securities for the account?

**One broker**

81. How many transactions would you anticipate on a monthly basis?

**One to two transactions**

82. What type of securities are you currently holding in the account?

**See Attachment D**

83. Would it be possible to see an account statement?

**See Attachment D**

**PREPARED BY:**

**EILEEN MORRIS  
CONTRACT OFFICER**

**ACKNOWLEDGE RECEIPT OF ADDENDUM NO 3 BY SIGNING BELOW AND  
RETURNING A COPY OF THE ADDENDUM WITH YOUR PROPOSAL.**

**NAME OF FIRM:** \_\_\_\_\_

**AUTHORIZED SIGNATURE:** \_\_\_\_\_

**DATE:** \_\_\_\_\_